

Amendments to the Claims

This listing of claims will replace all prior versions and listings of claims in the application:

Listing of Claims

Claim 1 (Canceled)

Claim 2 (Currently Amended): A system according to Claim 1, further comprising:

analysis means for analyzing information about the trouble in the product; and

search means for searching for ~~the~~ an operation for resolving the trouble in the product on the basis of the result of ~~said~~ the analysis.

Claim 3 (Original): A system according to Claim 2, wherein analysis by said analysis means is performed on the side of a user using the product.

Claim 4 (Currently Amended): A system according to Claim 2, ~~wherein~~ further comprising said notice means ~~sends~~ for sending a notice of a cost or a time required for the operation.

Claim 5 (Original): A system according to Claim 2, further comprising:

management means for managing a guarantee period of the product,

wherein said cost depends on the managed guarantee period.

Claim 6 (Original): A system according to Claim 2, further comprising:

management means for managing information about specifications of the product,

wherein analysis by said analysis means depends on the managed information about the

specifications.

Claim 7 (Currently Amended): A system according to Claim 1 ~~1~~ 11, further comprising:

storage means for storing contents of ~~the~~ an operation actually performed to resolve the trouble in the product or results of the operation.

Claim 8 (Canceled)

Claim 9 (Canceled):

Claim 10 (Cancelled).

Claim 11. (New) A trouble management system capable of communicating, through a network, with a customer apparatus connected to a product, or a service person's apparatus, comprising:

first receiving means for receiving trouble information of the product;

determining means for determining whether or not a check item is necessary, on the basis of the trouble information received by said receiving means;

transmitting means for transmitting the check item relating to the product to said customer apparatus, if said determining means determines that the check item is necessary;

second receiving means for receiving, from said customer apparatus, a check result which is input to said customer apparatus on the basis of the check item transmitted by said transmitting means;

diagnosing means for diagnosing whether or not there is a trouble with the product, in accordance with the check result received by said second receiving means; and

transmitting control means for effecting control to transmit, to said customer apparatus,

a message indicating a plan of measures against the trouble information if said diagnosing means determined that there is no trouble with the product, and transmit, to said service person's apparatus, information indicating a service request if said diagnosing means determines that there is a trouble with the product.

Claim 12. (New) A method of controlling a trouble management system capable of communicating, through a network, with a customer apparatus connected to a product, or a service person's apparatus, comprising:

- a first receiving step of receiving trouble information of the product;

- a determining step of determining whether or not a check item is necessary, on the basis of the trouble information received in said first receiving step;

- a transmitting step of transmitting the check item relating to the product to said customer apparatus, if said determining step determines that the check item is necessary;

- a second receiving step of receiving, from said customer apparatus, a check result which is input at said customer apparatus on the basis of the check item transmitted in said transmitting step;

- a diagnosing step of diagnosing whether or not there is a trouble with the product, in accordance with the check result received in said second receiving step; and

- a transmitting control step of effecting control to transmit, to said customer apparatus, a message indicating a plan of measures against the trouble information if said diagnosing step determines that there is no trouble with the product, and transmit, to said service person's apparatus, information indicating a service request if said diagnosing step determines that there is a trouble with the product.

Claim 13. (New) A storage medium storing a program for executing a process of controlling a trouble management system capable of communicating, through a network, with a customer apparatus connected to a product, or a service person's apparatus, the program storing:

a first receiving step of receiving trouble information of the product;

a determining means step of determining whether or not a check item is necessary, on the basis of the trouble information received in said first receiving step;

a transmitting means of transmitting the check item relating to the product, if said determining step determines that the check item is necessary;

a second receiving step of receiving, from said customer apparatus, a check result which is input at said customer apparatus on the basis of the check item transmitted in said transmitting step;

a diagnosing step of diagnosing whether or not there is a trouble with the product, in accordance with the check result received in said second receiving step; and

a transmitting control step of effecting control to transmit, to said customer apparatus, a message indicating a plan of measures against the trouble information if said diagnosing step determines that there is no trouble with the product, and transmit, to said service person's apparatus, information indicating a service request if said diagnosing step determines that there is a trouble with the product.